

10020365 .032103 #4

Applicant: [redacted] et al. S.N. 10/020,365 Atty. Dkt. No.: 17652-01
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXP
INFORMATION ON SELECTED MATTERS
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

1/14

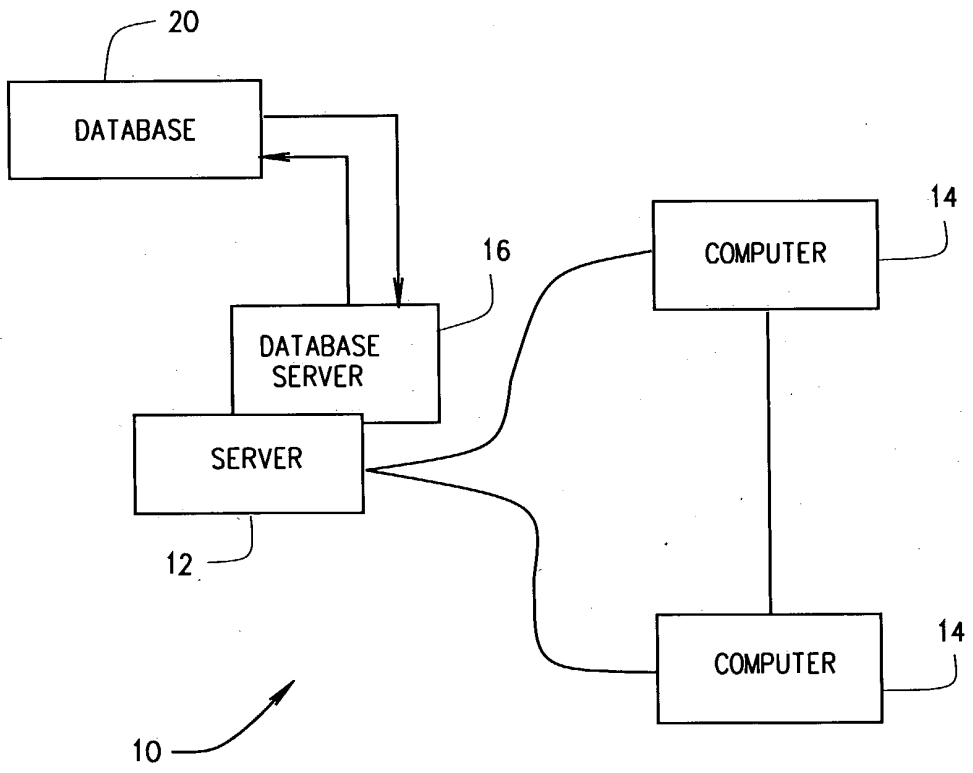


FIG. 1

10/020,365 . 0329103

App: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 17-000013
Title: 3-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
INFORMATION ON SELECTED MATTERS
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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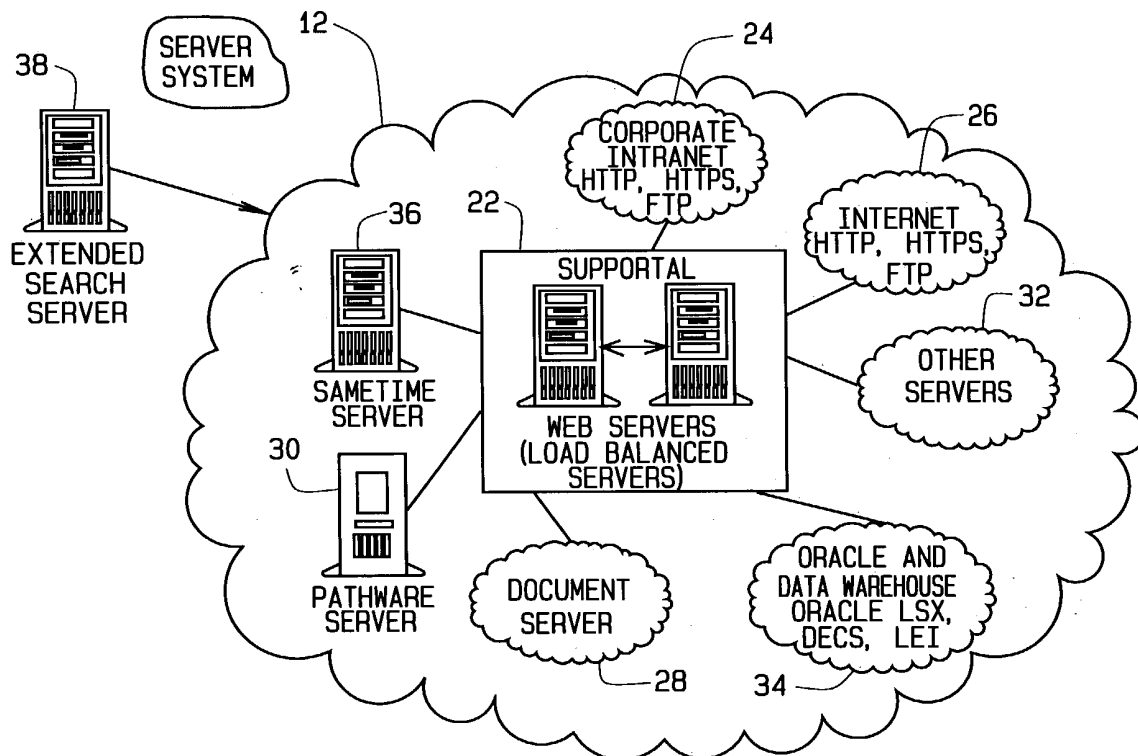
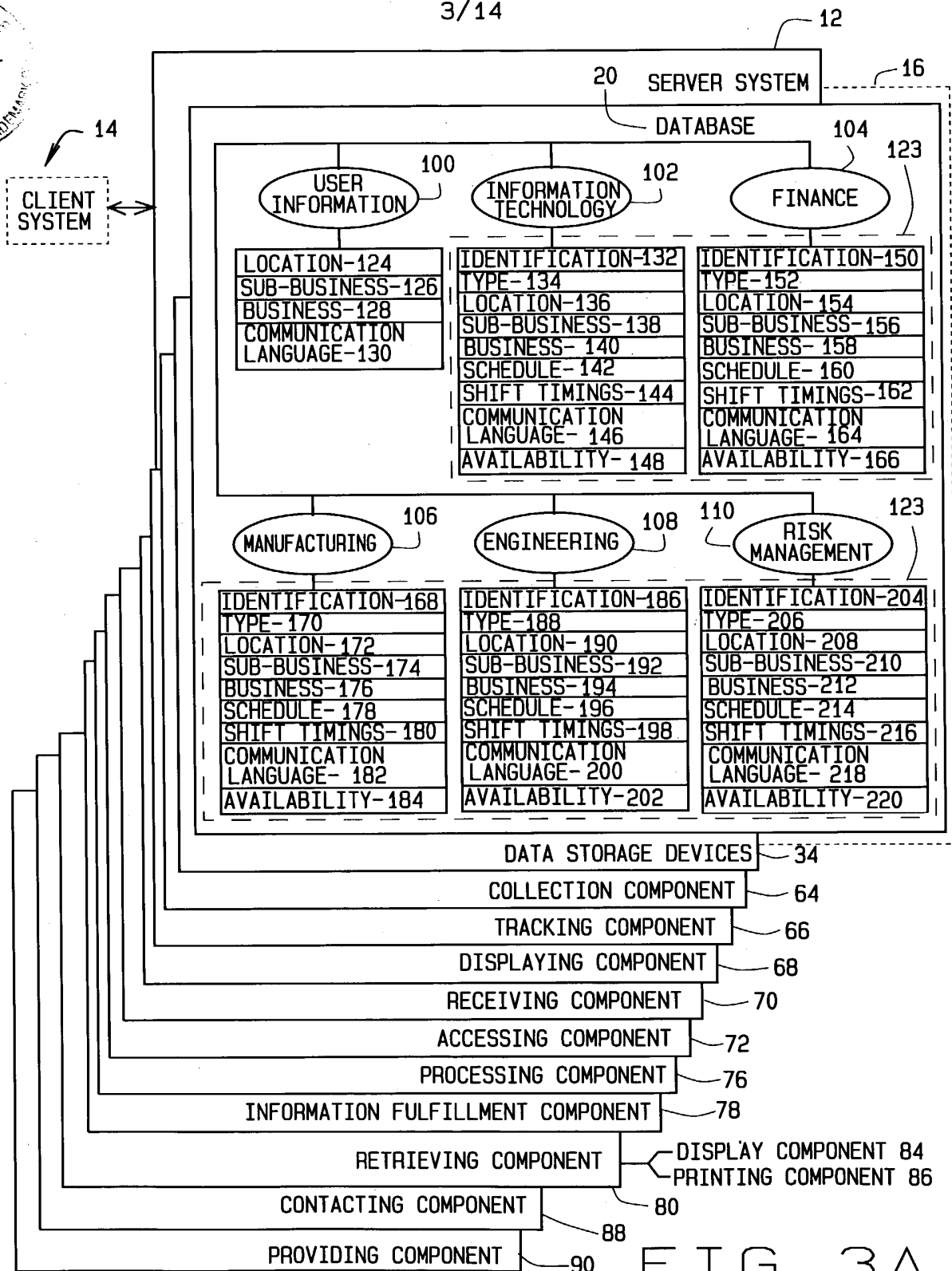


FIG. 2



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Applicant: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 170000013
 Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
 INFORMATION ON SELECTED MATTERS
 Daniel M. Fitzgerald, Armstrong Teasdale LLP
 One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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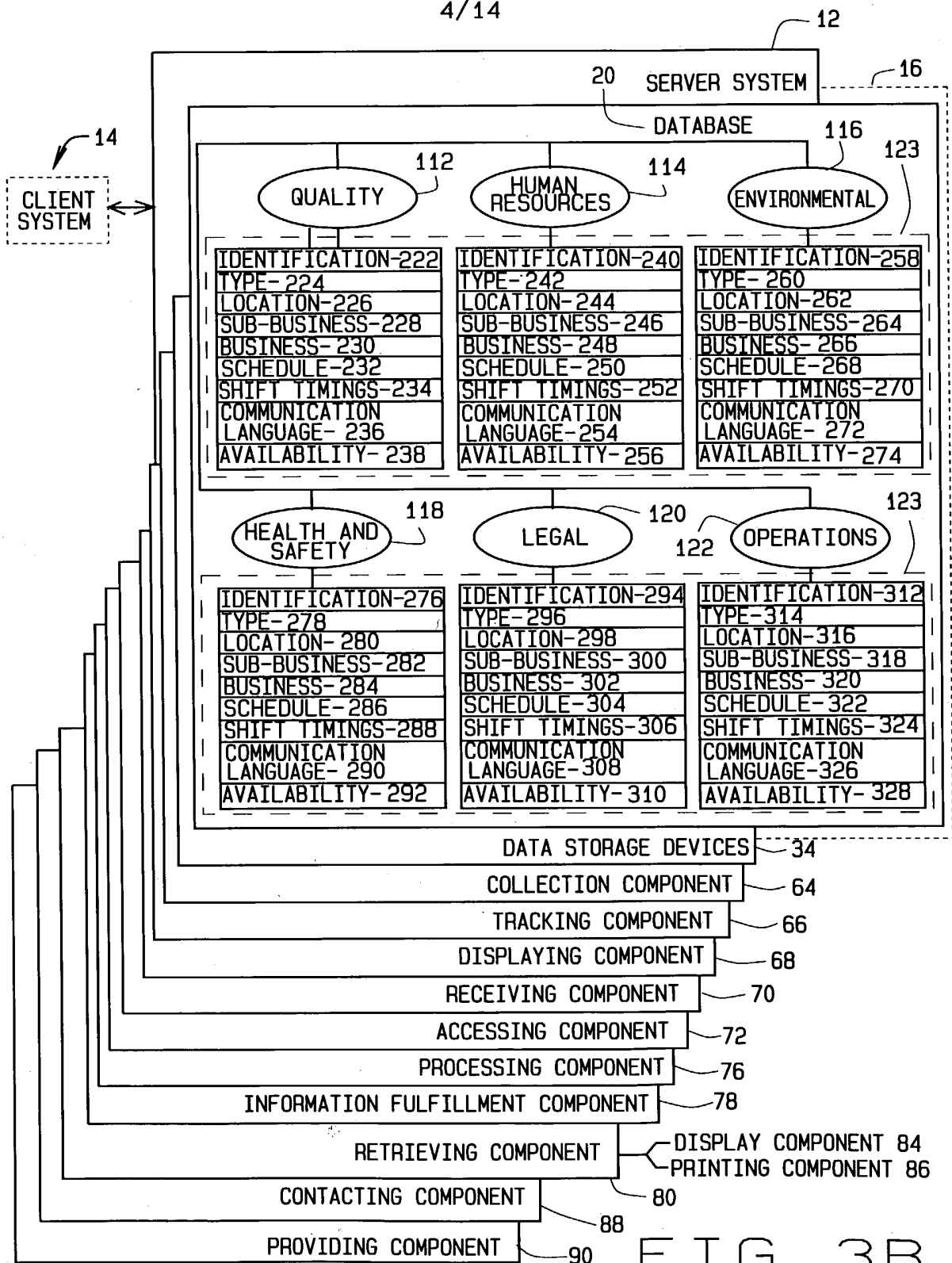
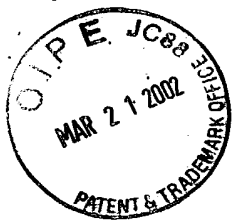


FIG. 3B



Application of Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 1765-013
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
INFORMATION ON SELECTED MATTERS
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

5/14

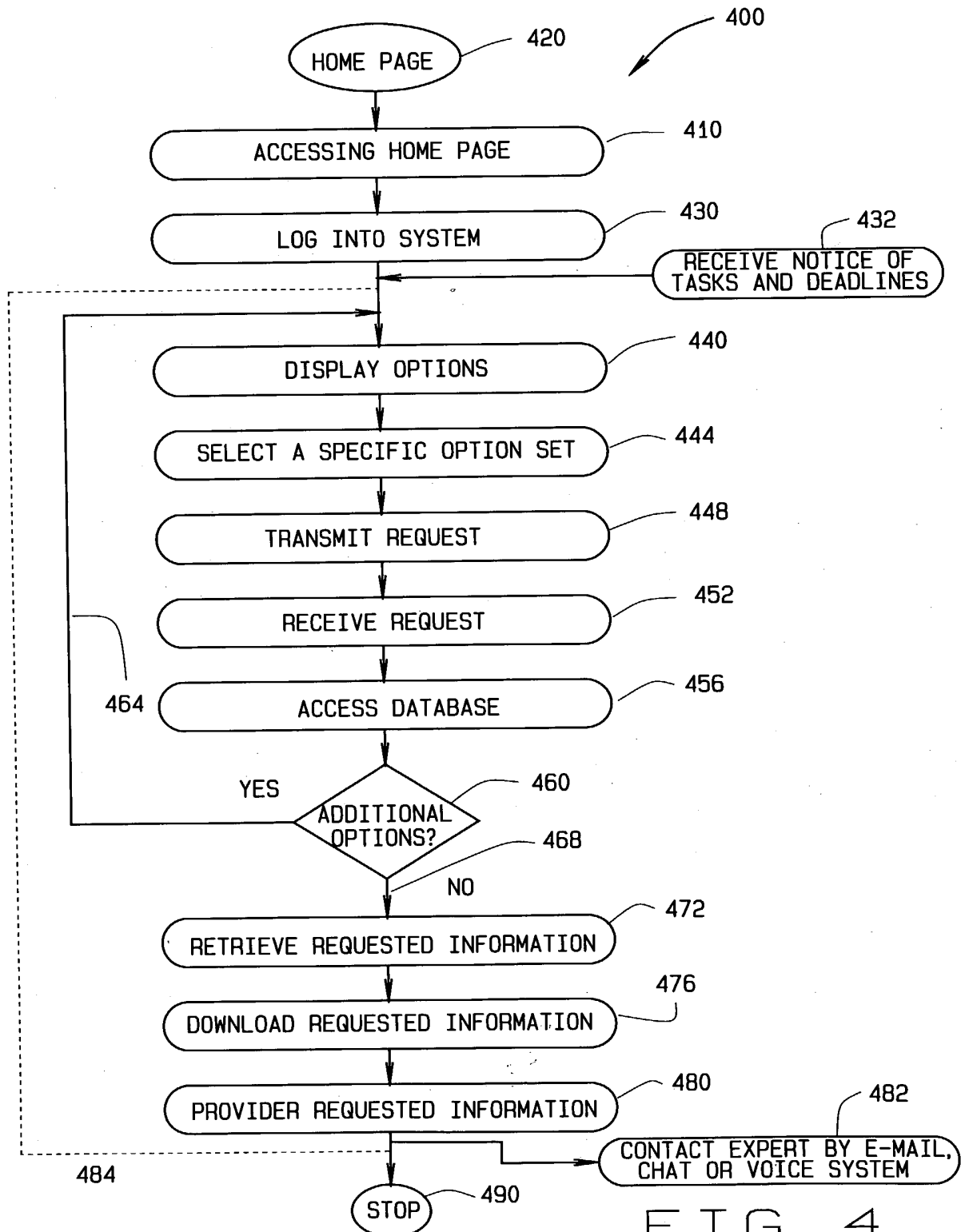


FIG. 4



Applicant: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 176 013
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
INFORMATION ON SELECTED MATTERS
Daniel M. Fitzgerald, Armstrong Teasdale LLP
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IF YOU ARE NOT SAMBEDU CLICK HERE

IF YOU ARE A NEW USER CLICK HERE

TO UPDATE YOUR PROFILE CLICK HERE

E-BUSINESS/INFORMATION TECHNOLOGY NEW HAVEN

ADMINISTRATOR

MY CASES

EXPERT

FACILITATOR

CO-FACILITATOR

HELP

FEEDBACK

WHAT'S NEW

IT ACTIONS:

VIRUS PROTECTION

CORE LEAD CHECK

► MORE

SEARCH

GO

ADVANCE SEARCH

HELP

SEARCH THROUGH ALL OF

SUPPORT CENTRAL, OR SELECT

A CATEGORY BELOW

SEARCH ALL

TELL A FRIEND ABOUT

1

AUTO CUSTOMIZED

CUSTOMIZED

EXPERTS BY COMMUNITY

EXPERTS BY LOCATION

EXPERTS A-Z

BROWSE COMMUNITIES/SUBSCRIBE

FORM A NEW COMMUNITY

COLLABORATION TOOLS LOTUS LEARNING SPACE 4.0 LOTUS QUICKPLACE LOTUS SANETINE LOTUS TEAMROOM	GRAPHICS & MULTIMEDIA ADOBE PHOTOSHOP MS PUBLISHER	TOOLS & UTILITIES SUPPORT.COM	COMPUTERS & MICROSOFT ACCESS EXCEL MS FRONTPAGE MS INTERNET EXPLORER MORE... (5)
PROGRAMMING & DATABASE ASP C++ PORTING.DOC/WORKFLOW ► MORE... (12)	SUPPORTCENTRAL CREATING TRAINING IN SUPPORTCENTRAL SUPPORTCENTRAL BUGS SUPPORTCENTRAL DEVELOPMENT TEAM SUPPORTCENTRAL ENHANCEMENTS ► MORE... (3)	E-COMMERCE/INTERNET GEL E-BUSINESS SERVEY INTERVIEW E-COMMERCE AND WIRELESS NETSCAPE COMMUNICATOR MORE... (1)	I/T ARCHITECTURE XML
SOFTWARE APPLICATIONS WINDOWS TERMINAL SERVER ADMIN	SERVICE PROVIDERS TATA CONSULTANTS (TCS)	OTHER BUSINESSES INDSYS I-PROCESS METALLURGICAL UNIGRAPHICS FOR MANUFACTURING WORKPLACE	OTHER LOCATIONS BUILDINGLOCAL SERVICES FOR FAIRFIELD, CT
GLOBAL ECONOMICS	NEW COMMUNITIES DEEPTI SUPER COMMUNITY TEST SUPER TEST SUPER COMMUNITY FOR TESTING ESCALATION TEST ► MORE... (4)	MY EXPERTS DEBAROHA KEVIN SAMBEDU SUKMINDER	

500

FIG. 5



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One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

7/14

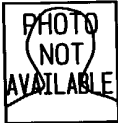

			
<u>JON</u> GLOBAL INITIATIVES PROVIDE FEEDBACK VIEW FEEDBACK (117) FULL TIME EXPERT		<u>ATUL</u> ACCESS, ASP, HTML, VISUAL FOXPRO, MS SQL SERVER, WORD, PPT, VB PROVIDE FEEDBACK VIEW FEEDBACK (2) VOLUNTEER EXPERT	
EMAIL ME: <input type="checkbox"/>		EMAIL ME: <input type="checkbox"/>	
SELECT AS FAVORITE		SELECT AS FAVORITE	

FIG. 6


	<u>NAME</u> BUSINESS SUB-BUSINESS FUNCTION EXPERTISE LOCATION PHONE DIAL COMM EMAIL PREFERRED LANGUAGE: ENGLISH	<u>ATUL</u> CAPITAL SERVICES iPROCESS E-BUSINESS/ INFORMATION TECHNOLOGY ACCESS, ASP, HTML, VISUAL FOXPRO, MS SQL SERVER, WORD, PPT., VB HI-TECH CITY MADHAPUR HYDERABAD INDIA : 91 040 : 742 : ATUL. @
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FIG. 7



Applicant: Katesh et al. S.N. 10/020,365 Atty. Dkt. No.: 17652-0
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EXPERT AVAILABILITY/SCHEDULING

784 786 788 782

TO VIEW YOUR SCHEDULE:				
COMMUNITY	ANY COMMUNITY ▾			
MODE	ANY MODE ▾			
TO EDIT YOUR SCHEDULE:				
	E-MAIL <input checked="" type="checkbox"/>	CHAT <input checked="" type="checkbox"/>	PHONE <input checked="" type="checkbox"/>	
CREATING TRAINING IN SUPPORTCENTRAL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
LOTUS NOTES HS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
NETWORK ENGINEERS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
NEW HAVEN PEOPLE'S COMMUNITY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
SUPPORT CENTRAL SUBS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	NA	
SUPPORTCENTRAL DEVELOPMENT TEAM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
SUPPORTCENTRAL ENHANCEMENTS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	NA	
SYBASE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

<< OCTOBER 2001 >>						
SUN	MON	TUE	WED	THU	FRI	SAT
	1 <input checked="" type="checkbox"/>	2 <input checked="" type="checkbox"/>	3 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input checked="" type="checkbox"/>
7 <input checked="" type="checkbox"/>	8 <input checked="" type="checkbox"/>	9 <input checked="" type="checkbox"/>	10 <input checked="" type="checkbox"/>	11 <input type="checkbox"/>	12 <input type="checkbox"/>	13 <input checked="" type="checkbox"/>
14 <input checked="" type="checkbox"/>	15 <input checked="" type="checkbox"/>	16 <input checked="" type="checkbox"/>	17 <input checked="" type="checkbox"/>	18 <input type="checkbox"/>	19 <input type="checkbox"/>	20 <input checked="" type="checkbox"/>
21 <input checked="" type="checkbox"/>	22 <input checked="" type="checkbox"/>	23 <input type="checkbox"/>	24 <input checked="" type="checkbox"/>	25 <input type="checkbox"/>	26 <input checked="" type="checkbox"/>	27 <input checked="" type="checkbox"/>
28 <input checked="" type="checkbox"/>	29 <input checked="" type="checkbox"/>	30 <input checked="" type="checkbox"/>	31 <input checked="" type="checkbox"/>			

SUBMITCLOSE WINDOWRESET

FIG. 8

780

EXPERTS' SHIFTS

YOUR CURRENT SHIFT: FROM 09:30 AM TO 6:00 PM

SELCT A NEW SHIFT:

START TIME: 09:00 AM ▾ END TIME: 06:30 AM ▾

SUBMIT

800

802

FIG. 9



Applicant: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 176-00013
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
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Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

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852

NAME: 854
BUSINESS: 860
SUB-BUSINESS: 858
FUNCTION: 866
EXPERTISE: 868
LOCATION: 856
EMAIL ME

PHOTO (NOT AVAILABLE)

PHONE: 864
DIAL COMM: 864
EMAIL: 864

PREFERRED LANGUAGE: ENGLISH
EXPERT IN: ASP, ACCESS, EXCEL, HTML, JAVA, JAVASCRIPT, MS INTERNET EXPLORER, MS OUTLOOK, POWERPOINT, SQL SERVER, SUPPORTCENTRAL EXPERTS, SUPPORTCENTRAL OVERVIEW & HELP, VISIO, VISUAL BASIC, VISUAL BASIC FOR APPLICATIONS, VISUAL FOXPRO, WINDOWS 95/98/2000/NT, WORD

MONTHLY AVAILABILITY

<<OCTOBER 2001<<
SUMMIT WITH LIFE SA
1 2 3 4 5 6
7 8 9 10 11 12 13
14 15 16 17 18 19 20
21 22 23 24 25 26 27
28 29 30 31

872

FAVORITE LINKS & DOCUMENTS:
DISPLAYING 1-5 OF 13 DOCUMENTS. 878
▶ ASP VS DHTML
▶ ASP-DATABASE COMMUNICATION
▶ ASP-DOME FAG
▶ COUNTS-AN OVERVIEW
▶ ASP-SAMPLE CODES
MORE (8) ...

CASES SOLVED BY EXPERT
VIEW PREVIOUS CASES
VIEW PREVIOUS FEEDBACK
FEED BACK OF EXPERT FROM OTHER USERS 876
HOME PAGE 882 884

CURRENTLY AVAILABLE IN	EMAIL	CHAT	PHONE
ASP	EMAIL	CHAT	PHONE
ACCESS	EMAIL	CHAT	PHONE
EXCEL	EMAIL	CHAT	
HTML	EMAIL	CHAT	
JAVASCRIPT	EMAIL	CHAT	
MS INTERNET EXPLORER	EMAIL	CHAT	
MS OUTLOOK	EMAIL	CHAT	
POWERPOINT	EMAIL	CHAT	
SQL SERVER	EMAIL		
SUPPORTCENTRAL EXPERTS	EMAIL		

FIG. 10



Applicant: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 17000013
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One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

10/14

900

902

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YOUR PHOTO HERE

HELLO SAMBEDU
WELCOME TO
CORPORATE
INCENTIVES
GROUP

SAMBEDU

E-BUSINESS/INFORMATION TECHNOLOGY NEW HAVEN

HOME

E-BUSINESS AND INFORMATION TECHNOLOGY > SUPPORT CENTRAL > SUPPORT CENTRAL BUGS

MY CASES MY FAVORITES

YOUR PHOTO HERE

MARY ELLER

906

DATA PROCESSING

910

PROVIDE FEEDBACK

914

VIEWS FEEDBACK

912

908

FULL TIME EXPERT

EMAIL ME

SELECT AS FAVORITE

YOUR PHOTO HERE

JAYARAM

905

RESEARCH ON WEB APPLICATIONS

910

PROVIDE FEEDBACK

914

VIEWS FEEDBACK

912

908

VOLUNTEER EXPERT

EMAIL ME

SELECT AS FAVORITE

YOUR PHOTO HERE

DEEPA

906

SUPPORT CENTRAL FACILITATOR

910

LOTUS NOTES

914

PROVIDE FEEDBACK

912

908

VOLUNTEER EXPERT

EMAIL ME

SELECT AS FAVORITE

YOUR PHOTO HERE

MALINI

906

EXPERT IN WEB SKILLS, ASP AND JAVA SCRIPT

910

PROVIDE FEEDBACK

914

VIEWS FEEDBACK

912

908

VOLUNTEER EXPERT

EMAIL ME

SELECT AS FAVORITE

YOUR PHOTO HERE

FAIZ

906

SUPPORT CENTRAL SEARCH ENGINE

910

BIO-DATA

914

PROVIDE FEEDBACK

912

908

VOLUNTEER EXPERT

EMAIL ME

SELECT AS FAVORITE

YOUR PHOTO HERE

YOUR PHOTO HERE

904

904

904

904

904

E-MAIL THE FACILITATOR

UNSUBSCRIBE TO COMMUNITY

UNSUBSCRIBE FROM FORUM

ENTER FEEDBACK

VIEWS FEEDBACK

YOU ARE AN EXPERT FOR THE COMMUNITY

CASE DETAILS 916

FROM

ENABLE AUDIT TRAIL

RESTRICT CASE ACCESS

SOLVE BY DATE

SEVERITY

PERSONS AFFECTED

(NOTE: DISALLOW ANY EDIT OR DELETE OF CASE DETAILS)

CALENDAR

(NOTE: DATE BEFORE WHICH THE CASE HAS TO BE CLOSED. PRESS 'CALENDAR' BUTTON TO CHOOSE A DATE.)

0 HIGH 0 MEDIUM 0 LOW 0 FEW 0 ME

FIG. 11



Applicant: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 17652-00013
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Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

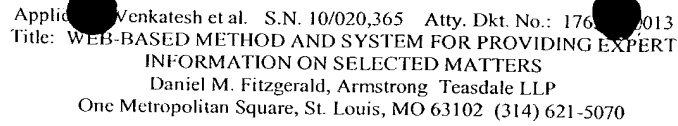
11/14

1000

1002

FILE EDIT VIEW FAVORITES TOOLS HELP				
HELLO SAMBEDU WELCOME TO USER CORPORATE INCENTIVES GROUP E-BUSINESS/INFORMATION TECHNOLOGY NEW HAVEN				
E-BUSINESS AND INFORMATION TECHNOLOGY				
HOME MY CASES MY FAVORITES				
CHAT STATION				
DEBARHYA FACILITATOR MARIE CO-FACILITATOR EMAIL THE FACILITATOR EMAIL A COLLEAGUE ABOUT THIS COMMUNITY COMMUNITY SUBSCRIPTIONS UNSUBSCRIBE TO COMMUNITY UNSUBSCRIBE FROM FORUM VIEW COMMUNITY SUBSCRIBERS VIEW FORUM SUBSCRIBERS YOU ARE AN EXPERT FOR THE COMMUNITY				
MORE EXPERTS >				
1004 PHOTO EXPERT I AM ONLINE O 1006 ANBUMANI ASP, ORACLE AND FINANCE BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK 1008 FULL TIME EXPERT BEGIN CHAT SELECT AS FAVORITE				
1004 PHOTO EXPERT I AM ONLINE O 1006 ARUN LOTUS NOTES, DOMINO, HTML, DHTML, JAVASCRIPT, ASP PROVIDE FEEDBACK VIEW FEEDBACK 1008 VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE				
1004 PHOTO (NOT AVAILABLE) I AM ONLINE O 1006 DEPTI IT INDUSTRY PROVIDE FEEDBACK VIEW FEEDBACK 1008 VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE				
1004 PHOTO EXPERT I AM ONLINE O 1006 SUKHMINDER MANAGER, SUPPORT CENTRAL PROJECT BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK 1008 VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE				
1004 PHOTO EXPERT I AM ONLINE O 1006 SAMBEDU SUPPORT CENTRAL CASES, EXPERTS & SECURITY BIO-DATA PROVIDE FEEDBACK VIEW FEEDBACK 1008 VOLUNTEER EXPERT BEGIN CHAT SELECT AS FAVORITE				

FIG. 12





10020365 032403

Ant: Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No. 52-00013
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
INFORMATION ON SELECTED MATTERS
Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

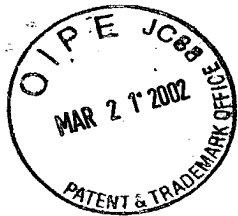
13/14

1100

1102

FILE EDIT VIEW FAVORITES TOOLS HELP				
CORPORATE INCENTIVES GROUP E-BUSINESS/INFORMATION TECHNOLOGY NEW HAVEN				
E-BUSINESS AND INFORMATION TECHNOLOGY > I/T ARCHITECTURE > XML				
HOME MY CASES MY FAVORITES				
E-MAIL STATION				
MORE EXPERTS >				
1104 PHOTO EXPERT GRADY	1104 PHOTO EXPERT LAURENT	1104 PHOTO EXPERT DAN	1104 PHOTO EXPERT MAYNE	1104 PHOTO EXPERT MATT
1106 HTML, XML, SHARED SOURCING SERVICES, SINGLE SIGN ON PROVIDE FEEDBACK VIEW FEEDBACK (1)	1106 APPLICATION INTEGRATOR, EDIT TRANSLATIONS (X12, EDIFACT, QNETE, EINCOM) XML TRANSLATIONS (X08L) ANY TO ANY TRANSLATIONS PROVIDE FEEDBACK VIEW FEEDBACK (0)	1106 XML, ASP, KEYTIME, NETGENESIS, ADOBE PHOTOSHOP PROVIDE FEEDBACK VIEW FEEDBACK (0)	1106 INFORMATION TECHNOLOGY PROVIDE FEEDBACK VIEW FEEDBACK (1)	1106 JAVA, C, C++, Tcl/Tk, XML, XSL, SQL ... PROVIDE FEEDBACK VIEW FEEDBACK (0)
1108 VOLUNTEER EXPERT EMAIL ME <input checked="" type="checkbox"/> SELECT AS FAVORITE	1108 VOLUNTEER EXPERT EMAIL ME <input checked="" type="checkbox"/> SELECT AS FAVORITE	1108 VOLUNTEER EXPERT EMAIL ME <input checked="" type="checkbox"/> SELECT AS FAVORITE	1108 FULL TIME EXPERT EMAIL ME <input type="checkbox"/> SELECT AS FAVORITE	1108 VOLUNTEER EXPERT EMAIL ME <input type="checkbox"/> SELECT AS FAVORITE
CASE DETAILS 1110				
FROM ENABLE AUDIT TRAIL <input type="checkbox"/> (NOTE: DISALLOW ANY EDIT OR DELETE OF CASE DETAILS) RESTRICT CASE ACCESS <input type="checkbox"/> SOLVE BY DATE 10/24/2001 CALENDAR SEVERITY <input type="radio"/> HIGH <input type="radio"/> MEDIUM <input checked="" type="radio"/> LOW PERSONS AFFECTED <input type="radio"/> MANY <input type="radio"/> FEW <input checked="" type="radio"/> ME QUESTION: MY QUESTION IS ABOUT THE BEST WAY TO STORE DATA THAT IS BEING GIVEN TO ME IN A XML FILES SO THAT I CAN SUMMARIZE IT ON A SINGLE WEB PAGE.				

FIG. 14



App. No. 10/020,365 Venkatesh et al. S.N. 10/020,365 Atty. Dkt. No.: 100013
Title: WEB-BASED METHOD AND SYSTEM FOR PROVIDING EXPERT
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Daniel M. Fitzgerald, Armstrong Teasdale LLP
One Metropolitan Square, St. Louis, MO 63102 (314) 621-5070

14/14

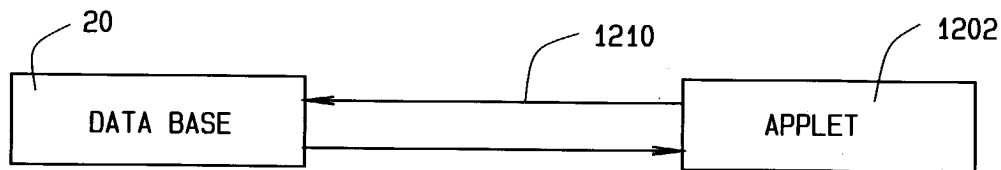
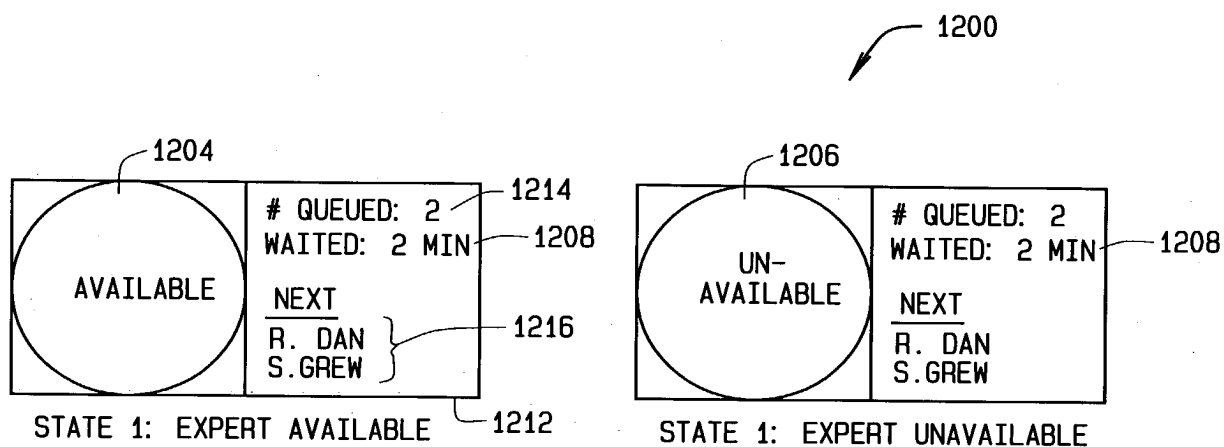


FIG. 15